

USPS Report on PRC Rate and Service Inquiries for September 2013

The Postal Regulatory Commission referred **126** inquiries to the Postal Service in September. Customers received responses on average within **13** days.

Inquiries covered various topics that fell into three main categories:

- Delivery services (**81**) – i.e., the time of delivery, forwarding, and method of delivery.
- Customer services (**38**) – i.e., hours of service, availability of retail products, and product tracking.
- Policies/procedures (**7**) – i.e., general information, obtaining refunds or exchanging postage, and suggestions.

While many of the inquiries were customer specific, the following topic is highlighted for possible interest to a larger audience.

Get the Mail You Missed Redelivered

Redelivery is the process that the Postal Service™ uses to get your mail back to you when it could not be delivered the first time. If you receive a *PS Form 3849 – Delivery Notice/Reminder/Receipt*, this means that a letter carrier or PO Box™ clerk attempted to deliver an item to you where:

- A signature is required or postage and/or fees are required.
- A mailpiece will not fit in the mail receptacle.
- The item cannot be left in a secure place.

How do I schedule a Redelivery Request using PS Form 3849 (Redelivery Notice)?

The back of the *Delivery Notice/Reminder/Receipt (PS Form 3849)* needs to be completed as follows:

- In Section 2, sign the form under the statement: *Sign Here to Authorize Redelivery or to Authorize an Agent to Sign for You.*
- In Section 3, check the box on the form next to “Leave item at my address”.
- Indicate where the item is to be left on the line immediately below the check box.
- Customers can also select the day they would like the item redelivered, (allow at least 2 delivery days).
- Place the completed form in your mailbox.

What do I need to schedule my Redelivery Request online?

You will need the peach-colored *PS Form 3849, Delivery Notice/Reminder/Receipt* that your mailperson left in your mail receptacle. It will contain all of the information you will need to schedule a Redelivery Service request online. Once you access the online system, just follow the prompts to enter the required information. The prompts are:

- *What's your delivery address?* You must fill out all of your contact information and then click “Check Availability” to verify that redelivery is available at the specified address
- *What is the article number?* You can enter up to 4 article numbers. If you don't have an article number, check the box “I don't have an article number or slip for 1 or more items” and then select all the boxes that apply to the item
- *When did we try delivering it?* Use the calendar icon to enter either a return to sender date or the attempted delivery date
- *When do you want to get your items?* Select “Carrier Redelivers” to have the carrier redeliver the item and use the calendar icon to indicate the date you want your item redelivered

How do I Schedule a Redelivery Request By Telephone?

Customers can schedule a Redelivery via telephone by calling **1-800-ASK-USPS® (1-800-275-8777)**. Customer Service representatives are available as follows:

- Monday – Friday: 8:00 am to 8:00 pm ET
- Saturday: 8:00 am to 6:00 pm ET
- Sundays & Holidays: Closed

You can learn more about Redelivery by going to <https://redelivery.usps.com/redelivery/>

Frequently asked questions are located at <http://faq.usps.com/adaptivedesktop/faq.jsp?ef=USPSFAQ>